

## Horizon Health Network A Patient and Family Centred Approach to Services in your Official Language of Choice Strategic Plan 2016-2020

Horizon Health Network is striving to embed a culture of patient and family centred care in all of its facilities based on four pillars: Improve and Measure, Learn and Apply, Communicate and Collaborate, and Lead and Plan. The goal is to create a safe and respectful environment in which the patient participates in all decisions relating to their care. The Official Languages department plays a role in this goal by ensuring that patients and their families can receive care in the Official Language of their choice. We are firmly committed to respecting the choice of language within our facilities and are working to ensure that all staff members share our values.

<u>Strategic Themes</u>	<u>Strategic Objectives</u>	<u>Strategic Action</u>
<b>Improve and Measure</b>	Ensure Horizon is compliant with legislation to meet individuals' rights and mitigate risk.	<ul style="list-style-type: none"> <li>• Identify means of tracking performance and progress throughout the organization and its various units and departments.</li> <li>• Develop accountability structure for monitoring the Action Plan to improve compliance or results.               <ul style="list-style-type: none"> <li>○ <u>Linguistic profiles and contingency plans</u>: Follow and report on progress on linguistic profile and contingency plan completion to the Executive Leadership Team.</li> </ul> </li> </ul>
	Provide performance measures to partners in a transparent and timely manner.	<ul style="list-style-type: none"> <li>• Monitor key performance indicators to identify and execute Quality and Patient Family Centred Care measures internally and externally.               <ul style="list-style-type: none"> <li>○ <u>Key Performance Indicators</u>: Review list of KPI's and make appropriate changes when necessary.</li> </ul> </li> <li>• Establish mechanisms to report Quality and Patient Family Centred Care measures internally and externally.               <ul style="list-style-type: none"> <li>○ <u>Report Progress</u>: Establish communication mechanisms to communicate measures with internal and external stakeholders as well as Executive Leadership.</li> </ul> </li> </ul>
<b>Learn and Apply</b>	Build capacity and expertise within the Quality and Patient Family Centred Care portfolio.	<ul style="list-style-type: none"> <li>• Expand professional development/training with the quality and patient centred care portfolio staff to support growth and depth of knowledge and abilities within specialized areas.               <ul style="list-style-type: none"> <li>○ <u>Active Offer Dialogue Project</u>: Implementing a dialogue project with the objective to change culture around the Active Offer and Official Languages in New Brunswick and staff engagement.</li> </ul> </li> </ul>
	Integrate Quality	<ul style="list-style-type: none"> <li>• Partner with Human Resources in the design of recruitment,</li> </ul>

	<p>PFCC principles in the recruitment, orientation, training and continuous education processes and practices, in partnership with Horizon's Organizational Development.</p>	<p>orientation, training and continuous education processes and practices with focus on:</p> <ul style="list-style-type: none"> <li>-Care Experience</li> <li>-Complaint Management</li> <li>-Official Languages Requirements <ul style="list-style-type: none"> <li>o <u>Training Tools</u>: Review content of existing training tools, including training offered during General Orientation and make training mandatory for all staff.</li> <li>o <u>Café de Paris</u>: Establish Café de Paris for the Moncton area staff.</li> </ul> </li> </ul>
<p><b>Communicate and Collaborate</b></p>	<p>Strengthen partnerships through engagement and collaboration within Horizon to achieve Patient and Family Centred Care goals and objectives.</p>	<ul style="list-style-type: none"> <li>• Ensure two-way communication with partners is built into all phases of project initiatives and PDSA (Plan, Do, Study, Act). <ul style="list-style-type: none"> <li>o <u>OrgD Partnership</u>: Create a partnership with Organizational Development for policy training purposes, links with unions and French language training.</li> <li>o <u>Language Testing</u>: Explore potential for hiring an internal language proficiency tester and develop and implement if possible.</li> </ul> </li> </ul>
	<p>Increase awareness of services and recognize initiatives which improve care experiences.</p>	<ul style="list-style-type: none"> <li>• Develop and implement a plan to increase awareness to recognize Quality and Patient Family Centred Care services and initiatives internally and externally. <ul style="list-style-type: none"> <li>o <u>Skyline</u>: Review Official Languages Intranet content.</li> <li>o <u>OL Website</u>: Review Official Languages public website content.</li> <li>o <u>Horizon Star</u>: Publish an article every two or three months according to publication schedule.</li> </ul> </li> </ul>
	<p>Develop a plan to promote community relationships and raise awareness of the quality of PFCC services, in alignment with Horizon partners.</p>	<ul style="list-style-type: none"> <li>• Engage the community and use feedback and data to develop improvement plans. <ul style="list-style-type: none"> <li>o <u>Stakeholder Committee</u>: Establish a stakeholder committee to share ideas and challenges, exchange best practices and explore potential for partnerships.</li> </ul> </li> </ul>
<p><b>Lead and Plan</b></p>	<p>Implement and evaluate plans for appropriate resources to meet the mandated and legal obligations of the portfolio.</p>	<ul style="list-style-type: none"> <li>• Partner with Human Resources in the design of recruitment, orientation, training and continuous education processes and practices with focus on: <ul style="list-style-type: none"> <li>-Care Experience</li> <li>-Complaint Management</li> <li>-Official Languages Requirements <ul style="list-style-type: none"> <li>o <u>Recruitment Microsite</u>: Develop microsite to help the organization fill bilingual positions where needed.</li> </ul> </li> </ul> </li> </ul>